

Improving Managerial Effectiveness with Versatility

APPLICATIONS COURSE

Audience: Managers

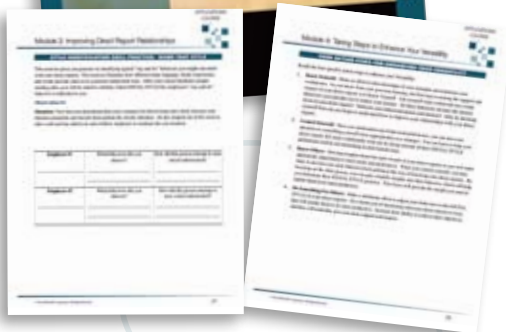
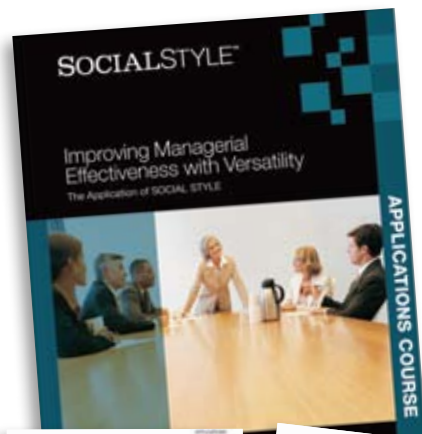
Type: Course

Length: 1/2 Day

Assessments Recommended:

Participants will have either taken a Conceptual Course with an assessment or have worked through a Conceptual Guide along with an assessment, prior to taking the Applications Course.

Use: Advanced SOCIAL STYLESM Course to be taken after an introductory course. Content is specific to managers and how to develop more productive working relationships with direct reports.



APPLICATIONS COURSE

The **Improving Managerial Effectiveness with Versatility Applications Course** is an interactive, highly focused course that assists managers in creating more productive relationships with their direct reports. Participants in this course will have previous knowledge of the concepts of SOCIAL STYLE & Versatility, and use that knowledge in this course to develop managerial skills. The **Applications Course** will teach managers how different styles can work together to become mutually effective and productive. During the course, managers will participate in exercises that stretch their abilities to interact with role-playing direct reports of different SOCIAL STYLEs. During these exercises managers will learn how to increase or decrease tension to achieve the highest levels of productivity and to speak to their direct reports in a manner that fosters respect. Managers will also leave the course understanding how best to coach, critique, and praise direct reports to achieve optimal desired outcomes. The **Applications Course** will provide managers with a multitude of ways to create better working relationships with those that they supervise.

INTERPERSONAL SKILLS: ESSENTIAL FOR MANAGERS

Four out of ten newly promoted managers will fail within the first 18 months¹

Inadequate interpersonal skills are the main cause of leadership failure²

High managerial performance is directly linked to high interpersonal skills³

TRACOM's **Improving Managerial Effectiveness with Versatility** uses the popular and proven SOCIAL STYLE MODEL™ to **develop the critical interpersonal skills needed for managerial success.**

- (1) Manchester, Inc. Bala Cynwyd, PA. Survey of 836 HR managers on most common reasons newly appointed leaders fail.
- (2) Cutter Consortium. Arlington, MA. Why IT Leadership Fails.
- (3) Tracom Group. Highlands Ranch, CO. Versatility Research Study.

VERSATILITY

Versatility is a measure of a person's Image, Presentation, Competence, and Feedback; the areas that contribute to a person's interpersonal skills. Versatility is a significant component of overall success; comparable to intelligence, previous work experience and personality.

Improving Managerial Effectiveness with Versatility APPLICATIONS COURSE

BENEFITS

- Managers will develop skills to identify a direct report's style
- Managers will explore and identify factors that affect the amount of support and respect that their direct reports give them
- Managers will learn to apply the Versatile Managing with Style Strategy for developing an interaction plan for a direct report of their choosing
- Managers will have an opportunity in class to work on real issues that are affecting their productivity as a manager
- Managers will discover how to identify ways that they can help their direct reports take their Growth Action
- Managers will learn how to coach, critique and praise their direct reports
- Managers will develop strategies for developing mutually productive relationships with their direct reports

ADMINISTRATIVE TOOLS FOR COURSE DELIVERY

The **Administrative Kit** contains all the necessary resources to teach either the Concepts Course, Applications Course, or the Mastery Program.

The **Admin Kit Includes:** Facilitator Guide

- Mastery Program Participant Manual
- Concepts Course Participant Manual
- Applications Course Participant Manual
- Name That Style Participant Cue Cards
- DVD and VHS Video of SOCIAL STYLE in Action • Carrying Case • Disc Kit (Resource CD which contains PowerPoints for all three Courses, Evaluation Form, Certificate Templates for all three Courses) • SOCIAL STYLE Foundations • CBT • PDF of Name That Style Cue Cards

COURSE OUTLINE

MODULE 1: INTRODUCTION - REVIEW

Course Objectives and Purpose	2 Min.
Style review	5 Min.

MODULE 2: IMPROVING DIRECT REPORT RELATIONSHIPS

What is the "VMS Strategy?"	4 Min.
Focusing on a Direct Report	5 Min.
Rules for Observing Style Behaviors	3 Min.
Style Identification Skill Practice & Observation #1:	5 Min.
Observation #2:	7 Min.
Observation #3:	7 Min.
Direct Report Style Observation	5 Min.
Break	10 Min.

MODULE 3: WORKING THE SOURCES OF SUPPORT AND RESPECT

Sources of Support and Respect	46 Min.
Earning the Support and Respect	5 Min.

MODULE 4: TAKING STEPS TO ENHANCE YOUR VERSATILITY

Four action steps for enhancing your Versatility	3 Min.
Here's Looking at You...	2 Min.
Taking Steps to Earn the Support and Respect of your direct reports	5 Min.
Break	10 Min.

MODULE 5: ADJUSTING YOUR STYLE APPROPRIATELY

Doing Unto Others	6 Min.
Doing something for your direct report's style	2 Min.
Driving Style: Doing something for your direct report's style	10 Min.
Expressive Style: Doing something for your direct report's style	10 Min.
Amiable Style: Doing something for your direct report's style	10 Min.
Analytical Style: Doing something for your direct report's style	10 Min.

MODULE 6: MANAGING WITH VERSATILITY

Managerial Competencies	36 Min.
Enhancing Versatile Managing Skills	5 Min.
Growth Action Plan	5 Min.
Conclusion / Next	5 Min.

ESTIMATED COURSE TIME:

223 Min.

